Complaint to MBIE template

*Make a copy of this document.*

*This is just a template. If you have a personal experience with the MIQ booking system, the email will be stronger if you include that. You're of course free to modify as you see fit.*

The current MIQ policy imposes unreasonable limitations on Kiwis right to return which are no longer demonstrably justified and are inconsistent with the New Zealand Bill of Rights Act and Te Tiriti O Waitangi.

Those seeking to return to New Zealand face an MIQ system fully booked for months, with extremely limited MIQ spots taken in seconds. Everyone faces a 14-day MIQ requirement, even if fully vaccinated. Kiwis cannot in practice exercise their right to return to New Zealand, raising serious concerns under the New Zealand Bill of Rights Act. Also hugely concerning is that these restrictions are preventing tangata whenua from accessing their marae, their tūrangawaewae, which breaches the Government's responsibilities under Te Tiriti o Waitangi.

The online system is discriminatory against disabled people and older people, both protected characteristics under law, as well as other groups such as those who are not tech-savvy. A system that relies on being the fastest person to interact with it does not give everyone an equitable opportunity to secure a space. The website breaches the accessibility standards which all government websites must meet.

The website is also causing huge distress to those who are trying to use it and is impacting on people’s physical and mental health.

The Government needs to act immediately to make changes to the MIQ system, so any limitation on freedom of movement is fair, reasonable, proportionate, and justified.

We are calling for immediate action and policy changes to MIQ, to ensure any limitation on freedom of movement is no more than is reasonably necessary. The changes we seek include:

* Ensure that all Kiwis (including permanent residents) can enter the country, with an MIQ supply which reflects demand.
* Change the criteria for emergency allocation spots so that people with emergencies can return home quickly.
* Change the MIQ booking system to ensure the system is accessible and everyone can fairly secure a spot.
* Resource MIQ email, phone and online chat support appropriately to ensure people can receive timely and personalised responses.
* Promptly review and consider alternatives to a 14-day MIQ requirement for fully-vaccinated travellers, based on scientific evidence and risk.
* Improve communication between the Government, MBIE, MIQ and users, based on principles of maximum transparency and minimised uncertainty.